

Becasue of several direct mail pieces I recieved from SBC and a conversation my neighbor had with an SBC representative, I became aware that DSL was available in my area. I signed up for broadband service through SBC/Yahoo. I was sent an email confirming my order. Later I received an email and a phone call informing me that my service would be installed on March 9,2004. SBC sent me a package with a DSL modem, line filters, and software. Because my order had been confirmed by email and phone, I went ahead and bought a wireless router and wireless 802.11g wireless card for one of my computers. Because the rebate window on these purchases was extremely short, I cut the UPC code off of the equipment boxes and sent it in a few days before the actual DSL installation. When installation day came, I installed all of the filters, loaded the software and connected up my DSL modem. No signal. After some time on the phone with a technician, he said I wasn't getting a signal and someone would be calling me back. I am in Ada, Michigan and later that morning, someone from St. Louis called me up to inform me that I couldn't get DSL because I was too far from their central station. He could tell through his remote equipment that I was 27,000 feet from their central station I had earlier measure it at just over 2 miles (about 12,000 feet) door to door in my car because I had heard there was a three mile limit on DSL. He said he'd have a local technician make a resistance check. The technician showed up and, after some testing, said there were two filter coils in the line that would not allow me to get DSL unless they ran a fiber optic closer to me and hooked up an RT (remote terminal). My complaint is this: If they could remotely tell that I was not going to be able to get DSL, why didn't they check before telling me that I was going to get it on a specific date. Now I am stuck with a wireless router and pc card which I can't return. They tell me they have no clue when or if they will ever put in an RT in my area. To top it all off, the equipment they sent me came with a UPS return label that either required me to pay \$10 to have the parcel picked up or find a UPS drop point and deliver it there. At the very least, I would like to see them institute a policy of checking the feasibility of DSL connection BEFORE they tell the customer that they will be installing DSL and send out the DSL modem package. Thank you for your time. Steve Wagner